

receiving into a computer system an incident report directly from a witness who
observed an incident committed by an offender;
prompting the witness to enter certain types of information about the incident;
selecting an authority to whom the incident report should be sent, wherein the
authority is selected based at least in part on information entered by the
witness; and
sending the incident report to the selected authority so that the authority can
respond to the incident report.

Please add claims 17-20, as follows:

17. A computer-based method of collecting and processing incidents
observed by witnesses comprising the steps of:
receiving into a computer system an incident report directly from a witness who
observed an incident committed by an offender;
prompting the witness to enter certain types of information about the incident into
the computer system, the information including identification information
identifying the offender;
selecting an authority to whom the incident report should be sent, wherein the
authority is selected based at least in part on information entered by the
witness; and
sending the incident report to the selected authority so that the authority can
respond to the incident report.

18. The method as set forth in claim 17, wherein the authority is selected by the computer system based on information entered into the incident report by the witness.

19. The method as set forth in claim 17, further including the steps of receiving an action report from the authority explaining what action was taken in response to the incident report and allowing the witness to view the action report.

20. A computer-based method of collecting and processing incidents observed by witnesses comprising the steps of:

receiving into a computer system an incident report directly from a witness who

observed an incident committed by an offender, wherein the witness

does not know to whom the incident report should be sent;

prompting the witness to enter certain types of information about the incident into

the computer system, the information including identification information

identifying the offender;

selecting an authority to whom the incident report should be sent, wherein the

authority is selected by the computer system based at least in part on

information entered by the witness;

sending the incident report to the selected authority so that the authority can

respond to the incident report;

receiving an action report from the authority explaining what action was taken in

response to the incident report; and

storing the action report in a searchable database.